



Important Update on Tiers for Medical Carriers for ADOA Open Enrollment

The new ADOA medical plan for 2021, the Triple Choice Plan (TCP), has three tiers of providers you may select from that will determine your annual deductible. We are responding to member concerns about finding providers in Tier 1 in order to meet the lowest deductible. Please read this message carefully. (**Remember:** *you must re-enroll in all ADOA benefits for 2021, including medical, dental and vision.*)

Carrier Websites Updated

The websites for both BlueCross BlueShield of Arizona (BCBSAZ) and UnitedHealthcare (UHC) are now completely updated and show the proper tier status for each provider. If a provider is in Tier 1, their status will not change throughout 2021. If during 2021, a Tier 2 provider meets the qualifications to become a Tier 1 provider, their status can be updated mid-year. Note: The displayed tiers in each provider website may have changed over the past few weeks, so please be sure to verify your provider's tier status and **update your elections**, if necessary, before the close of ADOA Open Enrollment on November 6 at 5 p.m. Arizona time.



Find a Provider - 2021 Carrier Preview Websites for State of Arizona Retirees Only

To find a doctor, provider or facility, please use these customized, dedicated carrier websites and phone numbers for our plans. Please do not use the general carrier websites or phone numbers.

BlueCross BlueShield of Arizona
- azblue.com/stateofaz or 866-287-1980

Providers and Facilities Always Tier 1

Under both carriers, the following in-network providers and facilities will always be included under Tier 1:

- Telehealth Services/Virtual Visit providers including: Amwell, Teladoc and BlueCare Anywhere
- Chiropractors
- Behavioral Health, Mental Health, and Substance Abuse Services
- Ambulance Services
- Emergency Room
- General Acute Care Hospitals in Arizona
- Surgery Services which require the use of a Centers of Excellence (UHC) or BlueDistinction Specialty Care (BCBSAZ)

Mayo Clinic Questions

We know that one of the advantages of our plan is access to the Mayo Clinic, hospital and providers. Each provider may be placed into a different tier by the two carriers. Here are the answers you need to understand the coverage under the TCP.

- **BlueCross BlueShield of Arizona**

This network offers all providers in the Mayo system in Tier 1 for the TCP. The Mayo Clinic Health System is made up of multi-specialty community clinics, physicians, durable medical equipment suppliers, a general acute care hospital and transplant facility.

- **UnitedHealthcare**

The following providers at Mayo Clinic are considered Tier 1 under the TCP: Mayo Hospital, oncologists, Mayo Clinic lab, radiology, durable medical equipment and rehabilitation services.

- For physicians, this network evaluates physicians individually and not generally by practice or group. To search [whyuhc.com/stateofaz](https://www.whyuhc.com/stateofaz) for physicians at the Mayo Clinic locations, use the following guidelines:
 - If you are already seeing a physician, search the physician's name on the UHC website.
 - If you are not seeing a physician, contact [Mayo Clinic](#) directly for doctors accepting new patients. Then search the UHC website by the recommended physician's name.

- To perform a general search on the UHC website for physicians at Mayo Clinic, search by specialty and ZIP code, either 85054 or 85259. Mayo Clinic is located at: 5777 E. Mayo Blvd., Phoenix, AZ 85054 or at 13400 E. Shea Blvd., Scottsdale, AZ 85259.

Updating Your Enrollment

If you have already enrolled and would like to change your carrier based on the information here, you may do so at any time before ADOA Open Enrollment closes on November 6, 2020 at 5 p.m. Arizona time. Once you have enrolled with a carrier, you may not change carriers during the 2021 plan year unless you have a [qualifying life event](#). To change your enrollment, see "How to Enroll" below.

Learn About Your Choices

- [Enrollment Guide](#): See rates and one-page explanations.
- [Benefits Website](#): With videos, carrier websites and more.
- [Open Enrollment Webinars](#): See an in-depth explanation of the new medical plan. If you cannot attend a live event, the recordings, slides and scripts [are now available](#).
- [FAQ](#): Want a quick answer? Check out our Frequently Asked Questions page updated daily.

How to Enroll

- Visit the [Retiree Self-Service page](#).
- Click "Retiree Self-Service Login" button to login to reach the Y.E.S. Portal.
- Login: If you haven't already done so, be sure to reset your password with our [quick guide](#).
- After you login to the Y.E.S. Portal, on the left side, click "Bookmarks > Retiree > Open Enrollment."
- Then follow the steps to enroll. After completing each screen, click the blue "Continue" button in the right hand corner. *Hint: Scroll down and to the right to find the button. (For more information, see the [Y.E.S. Online Enrollment Guide slideshow](#) or [print the guide](#).)*

Questions About Your Benefits?

Please contact a Benefit Options representative by phone 602-542-5008, toll-free 1-800-304-3687, by email benefitsissues@azdoa.gov or visit benefitoptions.az.gov. Our office is closed for walk-ins at this time, but we can help you virtually Monday-Friday, 8 a.m. - 5 p.m. Arizona time, except holidays.



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